

RESERVE HANDBOOK

Disclaimer

- + This guide does not replace the collective agreement.
- + This guide is to be used as an aide to assist in understanding the Reserve articles.
- + For further information about reserve, please refer to the Collective Agreement.
- + The Union will do their best to keep this document as up to date as possible.

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RESERVE HANDBOOK

ANNUAL VACATION

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| TYPES OF VACATION DAYS | <p>VAC = vacation day earned.</p> <p>FER = vacation day in lieu of statutory holiday.</p> <p>VACM = vacation for having taken a mini block.</p> <p>FERM = vacation day in lieu of stat holiday for month on mini block</p> |
| COMPENSATION | <p>VAC paid at 4 hours per day (15.22)</p> <p>FER paid at 4 hours per day (15.22)</p> <p>VACM paid at 2 hours per day (B11.06.06)</p> <p>FERM paid at 3 hours per day (B11.06.06)</p> <p><i>*These credits are taken into account when calculating RSV hours: i.e. If you have 1 day VAC, the 4 hours will be calculated towards your 75 hours for that month.</i></p> |

AVAILABILITY & NOTIFICATION

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| ASSIGNMENT TIMES (B9.12.02) | <p>RAM or RPM (can be called anytime during your RSV period).</p> <p>May be assigned to operate a pairing that starts outside RSV hours.</p> <p><i>E.g. On RAM, you can be called at 10:04 to operate a flight at 15:30.</i></p> |
| LOCATION (B9.14) | <p>Can only be on reserve at your home base.</p> <p><i>E.g. If you are YYZ base, you cannot be sent to YUL to sit on reserve.</i></p> |
| TIME (B9.11) | <p>Must be notified at least 3 hours and 30 minutes before flight <u>departure</u>.</p> <p>If notified with less than 3h30, Short Notice Premium applies. (\$150)</p> |
| SHORT NOTICE PREMIUM (B9.11) | <p>If given less than 3h30 minutes to departure, \$150 premium applies: taxable.</p> <p>ALWAYS have a minimum of 2h30 minutes to report to work. Must demand 2h30 minutes to crew scheduling.</p> <p><i>E.g. Departure time is 16h00. You are called at 15h00. You have until 17h30 to report to work.</i></p> |
| NOTIFICATION (B9.10) | <p>You will be called once. If you do not answer, 2nd call is at least 10 minutes later. If you do not answer the 2nd call, you have 10 minutes to call back CSO before being considered unavailable. NO SHOW</p> <p>Both calls are made to your priority number in E-Crew.</p> <p>It is the responsibility of the reserve block holder to contact CSO or verify ECREW upon arrival at home base to see if he has been awarded a pairing which operates during the reserve block holder's next reserve period and therefore avoid possible interruption of crew rest (B9.15).</p> |

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| WRONGLY ASSIGNED PAIRING (B9.16) | <p>If you are wrongly assigned a pairing: the company must correct the mistake within 10 minutes. If it is corrected after 10 minutes: you will have a legal rest period starting from the time of the last call; AND you will get 4 hours credit.</p> |
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BIDDING & AWARDS

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| BIDDING (B9.12.01) | <p>Company determines the number of RAM & RPM needed for each day. You can bid RAM, RPM or both as long as a RPM never follows a RAM (24 hours on RSV)</p> |
| AWARD (B9.12.01) | RAM & RPM will be awarded by seniority |
| B9.17 | <p>When a flight or a series of flights are assigned to a Cabin attendant on reserve and later removed, and should the Cabin attendant be on route, it is agreed that the flight is considered being part of his flight program; all credits for the flight assignment will be prorated paid. Cabin attendant will have a legal rest period as per article B13 starting at the time of notification of removal of assignment.</p> |

CREDITS AND PAY

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| RESERVE BLOCKS (B15.01.02) | <p>75 hours paid guaranteed per month. Over 75 hours is paid additionally. Over 85 hours paid at time & a half (B15.02.01).</p> |
| RESERVE MINI BLOCKS (B15.01.04) | 37.5 hour paid guaranteed per month (paid 18.75 hours per pay period) |
| SICK DAYS B15.01.05 | <p>75 hours is reduced by 2.17 credits (2h10) per day of absence. i.e. 1 day of absence is $75 - 2.17 = 72.83$ If already assigned a pairing, lose entire credits from pairing. Call in sick ASAP. IF YOU ARE NOT FEELING WELL, DO NOT WAIT TO BE ASSIGNED A FLIGHT AND THEN BOOK OFF. BOOK OFF AS SOON AS YOU ARE SICK. 16.02.01 A reserve who reports that he is fit to return to work 7 hours before the end of his reserve duty period will not have this day debited and will work his reserve Duty day; however, this day will be debited if he reports that he is fit to return to work less than 7 hours before the end of the reserve duty period, unless he works a flight before the end of the 24- hour period of sick leave.</p> |

RESERVE HANDBOOK

DAYS OFF

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| <p>NUMBER OF DAYS OFF PER MONTH (B9.03.01)</p> | <p>12 days off total each month: 5 guaranteed days off & 7 regular days off.</p> <p>The published scheduled may not have the days off in this order but the combinations are always: CONG CONG CONG CON, CONG CON, CON CONG, CON CON, CON CON</p> <p>(* * *X,*X, X*, XX, XX)</p> |
| <p>GUARANTEED DAYS OFF (CONG days)</p> | <p>5 CONG days per month on schedule.</p> <p>Cannot be flown into.</p> <p>Can be drafted, but you don't have to answer and if you do you can refuse.</p> |
| <p>REGULAR DAY OFF (CON days)</p> | <p>7 CON days per month on schedule.</p> <p>Can be flown into.</p> <p>Can be drafted, if you answer. So don't!!!</p> |
| <p>IF YOU ARE FLOWN INTO YOUR REGULAR DAYS OFF (CON DAY) (B9.04 & B9.05)</p> | <p>Can be called on RSV to operate <u>into</u> your CON day.</p> <p>Day off must be given back to you in the same month & crew scheduling will attach it to your next set of days off.</p> <p>Will be given back in the next month if not possible in the same month.</p> |
| <p>IF YOU ARE FLOWN INTO YOUR GUARANTEED DAY OFF (CONG DAY) (B9.05)</p> | <p>May happen due to uncontrollable circumstances (delay etc.).</p> <p>Can replace CONG day where you want it as long as the day off does not stand alone. Unless the delay occurred while inflight then you can't choose. (See article 1.04)</p> |
| <p>CALL TO FLY ON A CONG</p> | <p>Cannot be called on RSV to operate a flight into your CONG day. You can refuse the assignment if it touches your CONG **</p> |
| <p>CONSECUTIVE WORKING DAYS (B9.03.02)</p> | <p>5 days maximum on published schedule.</p> <p>10 days maximum when switching after schedules are published.</p> |

DEADHEADING

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|----------------------------------|---|
| <p>COMPENSATION (B16.02)</p> | <p>When flying any airline: Credit is 1/2 the actual flight time OR minimum 4 hours credit.</p> |
| <p>DRAFT</p> | <p><u>SEE "DRAFT" SECTION.</u></p> |

RESERVE HANDBOOK

DONATIONS

Cannot donate reserve days or flights assigned while on reserve.

DRAFT

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| CON or CONG DAY (B10.04.01) | Can be called on CON/CONG provided the draft sequence is followed. You can refuse! |
| DRAFT PREMIUM (B10.05) | 1 time payment of \$250 per pairing; it is taxable. Paid on the 15th of the next month's paycheque No premium for upgrade to flight director position. |
| DRAFT FROM DEADHEAD TO OPERATE (B10.01.03) | Draft in reverse order of seniority. No premium applicable. |
| AT THE AIRPORT (B10.01.02) | If you are assigned a turn & then you are drafted at the airport, you can only be assigned another turn. <i>ie. You are assigned YYZ-PUJ-YYZ. You are called while at the airport to be drafted to do YYZ-LGW and layover. You cannot be assigned this pairing if you are at the airport.</i> |
| DRAFT TO FLIGHT DIRECTOR POSITION (B10.02.01) | You may be drafted to operate as FD while on RSV. No draft premium (only FD premiums). Order for drafting to FD: 1. A flight director who is receiving the FD premium but operating as a flight attendant. 2. The most senior flight attendant that accepts the responsibility (but has a minimum of 1 year flying). 3. If nobody has a minimum of 1 year flying, the flight attendant with the most experience will take over the FD position. |

DUTY DAY

| LENGTH OF DUTY PERIOD | AT CREW BASE (YYZ, YUL) | NOT AT CREW BASE ANYWHERE ELSE! |
|------------------------------|--------------------------------|--|
| Maximum | 14 hours | 16 hours |
| With a DH, back home | 15 hours | 16 hours |
| Once the door is closed | 16 hours | 16 hours |

RESERVE HANDBOOK

LANGUAGE QUALIFIED

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|-----------------------|--|
| BIDDING (B9.06.01) | Cannot bid for specific flights Can only bid for RAM or RPM Maximum of 37.5 hours can be assigned to LQ flights (other days will be RSV) |
| RSV BLOCK AWARD | Will be given the flights not assigned to regular block holders Seniority does not affect assignment of LQ flights When LQ is missing from flight... |

MINI BLOCKS

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|---------------------------------|---|
| BIDDING | Must submit the form before the 12th of the previous month to Planning department. |
| SCHEDULE (B11.06.03) | 1st day of blocked month to 15th day of blocked month (includes 15th), OR 16th day of blocked month to last day of blocked month (includes last day of month). |
| HOURS & DAYS OFF (B11.06.02) | 37.5 hours credits paid. 6 days off (CONG CONG CONG & CON CON CON). |
| VACATION (B11.06.06) | Prorated |

OPEN BIDDING

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| Cannot open bid while on reserve. |
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RESERVE HANDBOOK

ORDER OF ASSIGNMENT

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| ORDER OF ASSIGNMENT (B9.07) | Balance of hours: cabin attendant with most seniority & the least hours called first . Will be given a choice of available flights. Exception: Might <i>not</i> be given choice of flights if flight is departing with less than 4 hours (due to scenarios beyond the company's control). |
| HOW HOURS ARE DETERMINED (B9.06) | CSO calculates credits accumulated using the following: flight credits, vacation credits, sick credits, union leave, training, etc. <i>i.e. If you are the most senior but have 4 hours credit on your schedule for vacation, someone junior to you will be called before you.</i> If a LQ is missing, they will be replaced by another LQ before credits are considered. |
| DAYS OFF (B9.06 & B9.08) | The person with the least number of days off affected is called first. Cannot be assigned a pairing if your days off will be touched if there is someone else available whose days off will not be touched. B9.06 At the time the CSO grants an assignment to a reserve block holder the following criteria will be prioritized in this order: 1. All cumulative credits to date in current month, including vacation credits, sick credits, union leave, training, etc. 2. Number of days off affected as per Article B9.08. |

RESERVE VS REGULAR BLOCK

| | RESERVE BLOCK | REGULAR BLOCK |
|---------------------------|------------------|------------------|
| Days off | 12 days (5 CONG) | 10 days (4 CONG) |
| Open Bid | No | Yes |
| Switches | Yes | Yes |
| Donations | No | Yes |
| Minimum Guaranteed | 75 hours | 65 hours |
| Maximum Hours | 75 hours | 85 hours |
| Draft | Yes (\$250) | Yes (\$250) |

RESERVE HANDBOOK

RESERVE TYPES

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| RAM (B9.12) | Hours of AM reserve are 00h00 to 11h59. |
| RPM (B9.12) | Hours of PM reserve are 12h00 to 23h59. |
| ADDITIONAL INFO | <p>If a call is outside RSV hours, it will be considered a draft & premium will apply Must answer if 2nd call is after RSV hours are over.</p> <p><i>If First call is made to you five minutes before your reserve period is over, you must answer the 2nd call.</i></p> |
| LANGUAGE QUALIFIED VARIED RSV BLOCK (B9.06.01) | <p>LQ may have a mixed schedule of LQ flights & RSV days. Maximum of 37.5 hours per month of LQ flights on RSV block.</p> |

REST (CREW & PRONE)

| | AT YOUR HOME BASE minimum: | AWAY FROM HOME BASE minimum: |
|-----------------|---|--|
| Domestic Flight | RSV: 15 hours and 30 minutes BLOCKS: 14 hours | 12 hours with 10 hours prone rest* |
| Night Flight | RSV & BLOCKS: 20 hours | 12 hours with 10 hours prone rest* |
| Overseas Flight | RSV & BLOCKS: 24 hours | 12 hours with 10 hours prone rest* |
| Training | RSV: 15 hours and 30 minutes BLOCKS: 14 hours | 12 hours with 10 hours prone rest* |

*When away from home base & there are 2 stations stops, the min rest is 12h15, same prone of 10h.

*PRONE REST IS LAST KEY IN HAND TO WAKE UP

*12 HOURS IS CALCULATED DUTY TIME TO DUTY TIME

* If you bust duty day, you are then entitled to a 24 hour crew rest at home base.

You can find the time of your next available duty day on your E-Crew in your brief schedule details

SHARED RESERVE BLOCKS

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| BIDDING (B11.01) | Must submit a joint bid with the other cabin attendant before the 12th of the previous month to Planning department. |
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RESERVE HANDBOOK

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| CREDITS (B11.01) | You are paid 37.5 hours (half the hours of a full RSV block). If you work more than 37.5 hours, you will be paid the excess hours. |
| LAYOFFS (B11.01) | If one of the cabin attendants is laid off, the other must operate the pairings in the laid off flight attendant's block as well as their own. |

SWITCHES

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|--|--|
| SWITCHING RSV DAYS | Max number of days on RSV with a switch is 10 days Can have RSV AM followed by RSV PM only (cannot have RSV PM followed by RSV AM since you will be on RSV for a 24-hour period) |
| SWITCHING AN ENTIRE MONTH (B12.01.01) | Can switch an entire reserve block with another reserve block Request done on trip trade within 72 hours of schedules being published |

TRAINING CREDITS

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| COMPENSATION (B16.05) | 4 hours credit or if longer than 4 hours, half the time spent in the classroom for each day of training. 4 additional credits for a total of 8 credits paid for the month of annual training for at home study; not considered part of your monthly calculation of flying time. |
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RESERVE HANDBOOK

EXAMPLES

You are on RAM and you have a CON the next day. You are called for a flight that leaves at 15h30 and returns at 00h30.

Can you refuse? No. You have a CON the next day. You should only be called to operate a flight into your CON day if you have the least number of days off affected.

Will my day off be replaced? Yes. You are landing after midnight.

You are RAM and you have a CONG the next day. You are called for a flight that leave at 15h30 and returns at 00h30.

Can you refuse? Yes. CONG days are untouchable.

Will my day off be replaced? You should not be called to operate a flight into your CONG day. You can however, receive a call to be DRAFTED for a flight that goes into your CONG day and be offered the applicable draft premium.

You are on RAM and you have a CON or CONG the next day. You are called for a flight that leaves at 14h00 and returns at 23h40.

Can you refuse: No. Your day ends before midnight at 23h55 (23h40 + 15 min = 23h55).

Will my day off be replaced? You are not landing after midnight therefore, there is no day off to be replaced.

What if the flight is delayed? For both a CON and CONG day, the flight can be DELAYED up to 1 hour into your day off without your day off being replaced. This means if your duty day ends between midnight and 01h00, your CON or CONG will not be placed. If your duty day ends at 01h01 or later, your CON or CONG will be replaced.

UNION CONTACT INFO

| LOCAL (BASE) | PRESIDENT'S CELL # | VP'S CELL # | EMAIL |
|----------------|----------------------|--------------|----------------------------|
| 4041 - YUL | 514-816-4484 | 514-442-9932 | locale4041@atcomponent.com |
| 4047 - YYZ | 647-688-4047 | 416-910-4047 | local4047@atcomponent.com |
| COMPONENT | In case of Emergency | | EMAIL |
| President | 514-291-1194 | | president@atcomponent.com |
| Vice-President | 778-998-4078 | | vp@atcomponent.com |